

**CENTRALIZED
INTAKE FOR
ABUSE AND
NEGLECT (CI)**

The MDHHS Centralized Intake for Abuse and Neglect unit (CI) is a statewide intake unit that receives all abuse, neglect and exploitation referrals regarding children and vulnerable adults.

**CI Contact
Information**

There is one, statewide number for reporters of abuse, neglect or exploitation to use when making referrals to the MDHHS. The toll free number is **1-855-444-3911**.

Availability

Centralized intake is available and receives referrals 24 hours a day, 7 days a week, 365 days a year (including after-hours, weekends and holidays).

**APS Referral
Intake**

CI receives APS referrals through the toll free number. An intake specialist gathers information needed to determine if the referral meets criteria for an APS investigation.

Documenting Referrals

Referral information is documented in the Adult Services Comprehensive Assessment Program (ASCAP). Once all information is gathered from the referral source, the intake specialist forwards the referral to the CI supervisor.

Walk-in Referrals

When an individual comes into a local office and wants to make an APS referral, the local office must do the following:

- Offer the reporting person use of a MDHHS phone and provide the CI complaint number so the reporting person can make the referral from the local office.
- If the reporting person refuses to call CI to report their concerns, the local office must attempt to locate an APS complaint coordinator or APS worker to receive the

information. Once the information is received, the information must be called into the CI unit who will document the referral on ASCAP and forward to a CI supervisor to make an assignment decision.

Referral Assignment and Denial

All APS referral decisions (assignment for investigation, denied or withdrawn) are completed by CI supervisors.

CI Supervisor Review Process

The CI supervisor reviews all APS referrals and determines if the referral is assigned for investigation, denied or withdrawn. CI supervisors utilize a structured decision-making tool (SDM) to assist in this process. The SDM tool is copied and placed in the general narrative of the APS referral for review by the local office APS complaint coordinator.

After review of each referral, the CI supervisor will take the following steps:

1. Referral **does not** meet criteria for APS investigation:
 - a. SDM tool is copied and pasted into the General Narrative of ASCAP.
 - b. Documents any contacts completed or attempted, to assist in the decision-making process, in ASCAP.
 - c. Prints APS Denial letter from ASCAP and mails to referral source.
 - d. Referral is denied on ASCAP and forwarded to the local office.
2. Referral **does** meet criteria for APS investigation:
 - a. SDM tool is copied and pasted into the General Narrative of ASCAP.
 - b. Documents any contacts completed or attempted, to assist in the decision-making process, in ASCAP.
 - c. Assigns referral on ASCAP Disposition Screen to the local office transfer coordinator, which prompts the transfer of an

"open" APS case to the local office for assignment to an APS worker.

3. Referral does not meet criteria for assignment but **must be forwarded** to an agency responsible to investigate the allegations.
 - a. SDM tool copied and pasted into the General Narrative of ASCAP.
 - b. CI completes referral to responsible agency and documents the action in the "*Referral to Other Agencies*" tab of ASCAP.
 - c. Documents any contacts completed or attempted, to assist in the decision-making process, in ASCAP.
 - d. Prints APS Denial letter from ASCAP and mails to the referral source.
 - e. Referral is denied on ASCAP and forwarded to the local office.

Referrals with Special Circumstances

There are some referrals that require additional procedures and/or considerations due to the nature of the referral information. These situations are outlined below.

1. If a referral indicates imminent danger to the client, CI will follow the assignment processes listed in the above section, and **will call** the APS supervisor or on-call staff to ensure they have received the referral and understand it requires attention as soon as possible.
2. If a new referral is received regarding a client with an open APS investigation, CI **may** contact the ongoing APS worker for additional information to assist in the assignment decision.
 - a. If the referral allegations are being addressed in the current investigation as determined by case documentation in ASCAP, CI will:
 - i. Copy and paste the SDM tool in the General Narrative of ASCAP.
 - ii. Deny the referral. CI will notify the APS worker that there is a new referral that has been denied regarding their client. The APS worker must then review the

denied referral for any information that may be relevant to their ongoing investigation.

- iii. Print and send the APS Denial letter informing the referral source that there is an active investigation.
- b. If the referral allegations **are not** being addressed in the current investigation (ASCAP documentation does not reflect that the current allegations are known to the worker), CI will:
 - i. Copy and paste the SDM tool into the General Narrative of ASCAP.
 - ii. Document any contacts that are completed or attempted in ASCAP.
 - iii. Assigns the referral on ASCAP Disposition screen to the local office ASCAP complaint coordinator, which prompts the transfer of an "open" APS case to the local office for assignment to an APS worker.

Transferring Assigned Referrals to the County Office

The CI supervisor forwards all assigned referrals, via ASCAP generated email, to the designated, county APS contact and transfers the "open" referrals on ASCAP to the appropriate county APS complaint coordinator. All local office contacts must be maintained on the CI SharePoint site. CI standards of promptness for forwarding assigned referrals to the local office are:

- The CI intake specialist will attempt to submit the complaint to supervision within one hour when imminent danger is indicated.
- The CI intake specialist will attempt to submit the complaint to supervision within three hours if imminent danger is not indicated.
- The CI supervisor will complete a screening decision on all complaints as quickly as possible while assuring a thorough complaint intake was completed in compliance with policy.

Note: CI is responsible for mailing all Referral Denial letters to the referring source(s). The local office maintains responsibility for printing and mailing all Referral Acknowledgement letters to the referral source(s).

Local Office Contacts/ SharePoint

SharePoint is a collaborative software which facilitates the sharing of information between CI and the county offices. Each county must develop and maintain on-call calendars that identify who the CI contact(s) are for each day.

Each local office must maintain the following set of documents for CI utilization.

- **Intake On-Call Calendar:** Monthly calendar of on-call staff and each day's assigning supervisors for APS and CPS. On-call workers are listed daily with each worker's contact information, supervisor and supervisor's contact information.
- **Intake On-Call Supervisor:** Separate listing of **all** APS and CPS supervisors with their contact information.
- **Intake On-Call Staff:** Separate listing of all CPS staff taking on-call shifts and their contact information..
- **Assigning Supervisor:** Separate listing of all APS and CPS supervisors indicating the periods they will be responsible for receiving new complaints from CI. This list must also include the supervisors' contact information.
- **APS Supervisor(s) and Worker(s):** Each local office must have an APS folder on SharePoint. This folder must include the names and contact numbers for all APS supervisors and workers. This folder must be maintained by the local office and updated whenever there are staffing changes in the local office APS unit.

Note: The contact list **must be monitored daily** for accuracy and include both daytime and after-hours contact information. The local office may choose to utilize a group email for receipt of referrals.

Example: APS Complaint Coordinator, back up APS Complaint Coordinator and CPS Supervisor/After Hours Complaint Coordinator.

After Hours/Weekend Referrals

APS on-call staff provide investigation and intervention weekends and holidays. CPS on-call staff provide coverage for assigned APS referrals after hours Monday-Thursday. On-call staff are responsible for the following:

- Commencement of an investigation as soon as possible when there is imminent risk of harm to the vulnerable adult.
- Collateral and face to face contacts with the vulnerable adult in order to maintain required standards of promptness
- The transfer of all contact information to the assigned APS worker the next business day.

CI will contact the designated, on-call contact listed on the local office on-call calendar (SharePoint) for all APS referrals assigned after hours and weekend.

Note: APS staff (this may include adult services workers who have received APS training) provide on-call coverage for holidays and weekends. CPS staff continue on-call coverage weeknights (excluding holidays that fall on a Monday-Thursday).

Referrals from Law Enforcement (LE)

When referrals are received by law enforcement (LE) requesting immediate assistance by APS with a vulnerable adult, the CI supervisor will immediately notify the local office APS complaint coordinator or designated, on-call contact to mobilize a worker to the location.

Walk-in Referrals

When an individual comes into a local office and wants to make an APS referral, the local office must do the following:

- Offer the reporting person use of a DHS phone and provide the CI complaint number so the reporting person can make the referral from the local office.
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**Referral Decision
Reconsiderations
by Local Offices*****Reasons for Local Office Reconsiderations***

The APS complaint coordinator or supervisor may request a reconsideration of the assignment or denial of an APS referral for the following reasons:

1. Technical Error.
2. The complaint is an ongoing case and the APS worker has additional information that has since been entered into ASCAP that negates the need to investigate.
3. The APS complaint coordinator or supervisor believes a rejected complaint meets criteria for assignment.
4. The APS complaint coordinator or supervisor believes the complaint does not meet criteria for assignment.

Reconsideration Process

1. APS complaint coordinator or supervisor must email the CI reconsideration email box: MDHHS-Reconsideration@michigan.gov.
2. The CI director has final decision in all reconsiderations and will make any needed contacts with APS program office to make a more informed decision.
3. When a change in disposition is made by CI, CI will document the review and summarize the reason for the change in the General Narrative of the APS case in ASCAP.
4. CI will also document their reconsideration decision in ASCAP contacts utilizing the miscellaneous (CI reconsideration) contact type.

LEGAL BASE

Social Welfare Act, MCL 400.11 - 400.11f.